

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE
CALIFORNIA UTILITIES EMERGENCY ASSOCIATION
AND THE
GOVERNORS OFFICE OF EMERGENCY SERVICES**

I. PARTIES

CUEA	The California Utility Emergency Association (CUEA), Inc.
CA OES	The California Governor's Office of Emergency Services (OES)

II. INTRODUCTION

INTRODUCTION The task of coordinating emergency planning, response and recovery is complex but critical to the infrastructure of the entire state. It is essential that all disciplines work together to achieve this common objective. Further, this MOU is in accordance with the Governor's Executive Order S-04-06, wherein the State was tasked to promote the integration of the non-profit and private sectors into the emergency services system.

CUEA and CA OES have mutually agreed to author this Memorandum of Understanding to describe the relationship between both parties during emergencies and non-emergency operations. These operations will normally be associated with emergency planning, training, response and recovery. It is important during these operations to define the overall relationship as both parties work to support one another.

III. PURPOSE OF THE AGREEMENT

MAIN GOAL. This Memorandum of Understanding (MOU) exists as a voluntary agreement between CUEA and CA OES to describe the mutually supportive relationship and enhanced operations between both parties during emergency and non-emergency operations. The shared objective of this MOU is to enhance the preservation of life, property, and the overall infrastructure of the state of California.

IV. ROLES AND RESPONSIBILITIES

CUEA

The mission of the California Utilities Emergency Association is to provide emergency operations support for gas, electric, water, wastewater, telecommunications (including wireless), and petroleum pipeline utilities necessary for the preservation of lives, and property. CUEA also provides for the coordination of joint planning, training, exercising and partnering to further collaborative efforts with utilities and governmental agencies within the emergency management environment. This support enhances the overall protection of California's economic infrastructure.

CUEA operates under the association bylaws and in conjunction with the CUEA Strategic Plan. It is through these bylaws and Strategic Plan which allow CUEA to enter into this agreement.

CA OES

Under the authority of the California Emergency Services Act (Government Code SS 8550, et seq.), the Governor's Office of Emergency Services mitigates, plans and prepares for, responds to, and aids in recovery from the effects of emergencies that threaten lives, property, and the environment. The OES is the central emergency planning and response agency in California government and coordinates state agency activities and works with the federal government in support of local government requests for assistance during emergencies and disasters. The OES is authorized to enter into this agreement by Government Code SS 8570 and 8586.

CUEA EXECUTIVE DIRECTOR

The CUEA Executive Director is responsible for the oversight and coordination responsibilities for all utility activities within the CUEA EOC. The CUEA Executive Director will coordinate Utility volunteer participation at the CUEA EOC during emergency activations and will work with OES to determine necessary staffing when appropriate. The CUEA Executive Director may also serve as the Utility Liaison within the CA OES State Operating Center.

V. SHARED PRIORITIES FOR EFFECTIVE EMERGENCY PLANNING, RESPONSE AND RECOVERY

JOINT PRIORITIES FOR EFFECTIVE PLANNING, RESPONSE AND

The following areas of interest serve as the priorities shared by CUEA and CA OES for the effective communication and coordination during emergency and non-emergency operations.

RECOVERY

- Reduce impacts to public health and safety during emergencies
- Assist each other in preparing for, responding to, and mitigating the effects of emergencies and disasters
- Pursue open and cooperative coordination at all times
- Enhance timely and accurate information flow between the two organizations to include alerts and early notification of events when appropriate, meetings, workshops and written correspondence
- Conduct joint planning, training and exercises on a regular basis to ensure a high level of coordination
- Refer to key planning documents such as the CUEA Emergency plan and the CA OES SOC procedures as detailed implementation documents in support of this MOU

VI. COMMUNICATIONS AND COORDINATION DURING EMERGENCIES

USE OF SEMS

The Standardized Emergency Management System (SEMS) is the backbone of California's disaster response system (Government Code S 8607). SEMS is required for all state agencies. Local governments and special districts must use SEMS in order to receive reimbursement for response – related personnel costs. The federal government also recognizes SEMS principles when participating in emergency response and planning activities within California.

The Utilities when constituting part of a local government, or organized as a special district within a local government must use SEMS in the same manner as a municipality in order to receive reimbursement for response – related personnel costs. Privately owned Utilities are not required to use SEMS however are encouraged to do so.

CUEA EOC

The California Utilities Emergency Association EOC serves as a coordination and facilitation point for communication between Utilities and CA OES. The CUEA EOC may operate as an element of the OES Private Sector EOC. The CUEA EOC is comprised of volunteers from the Utility sector who bring critical industry expertise to assist in the information flow into the State Operations Center through the Utilities Liaison.

The Response Information Management System (RIMS) will

be utilized within the CUEA EOC and will serve as one of the methods of communications into the SOC. Access to this system is subject to the OES RIMS usage agreement.

CA OES SOC

The State Operations Center (SOC), located in Sacramento, activates whenever any of the three Regional Emergency Operations Centers (REOC) activate, per OES regulation. The SOC addresses a statewide perspective and is actively involved when an emergency expands beyond a single REOC's ability to manage an incident. A fully staffed SOC organizational structure mirrors that of the REOCs. A Utilities branch or Liaison at the SOC may be activated when a Utilities branch or Liaison is activated at a REOC or when determined necessary by OES. CA OES will regularly inform CUEA of scheduled briefings.

ACTIVATION

The CUEA EOC can activate under multiple scenarios. The CUEA EOC can activate with the presence of the CUEA Executive Director or with the inclusion of Utility volunteers. Some of the triggers to activate the CUEA EOC may include the following:

- Activation of a CA OES REOC with operations relating to significant Utility response and recovery operations
- Activation of the CA OES SOC Utilities branch with operations relating to significant Utility response and recovery operations.
- Credible terrorism threat intelligence relating to the Utility infrastructure
- Highest level of National Alert activation
- A CUEA member(s) request for activation

DEACTIVATION

The Demobilization of the CUEA UOC will be coordinated with the SOC director or their designate to ensure communication linkages remain at appropriate levels during this transition.

VII. POST-EMERGENCY ACTIVITIES

**AFTER-ACTION
REPORTING**

CA OES and CUEA will provide in a mutually receptive environment, information regarding the response process to include what worked well, needs improvement and recommendations for improvement of the overall process.

**APPLICATION OF
LESSONS LEARNED**

The application of lessons learned should be undertaken within the planning processes of both organizations to improve future

response and recovery strategies.

VIII. COMMUNICATION AND COORDINATION DURING NON-EMERGENCY OPERATIONS

ROLE OF CUEA

There may be circumstances when a Utility may experience a number of emergencies which do not cause extreme peril to the safety of persons and property but do require repair / restoration of service and / or communication from Utilities in the affected areas. These events usually are within the control and resources of the affected Utility to repair and restore. In such circumstances the CUEA EOC will not normally be activated, but may activate at the level of the Executive Director if determined to be necessary by CUEA or at the request of a member Utility.

Utilities should communicate any requested information to the CUEA Executive Director when applicable. Any information requested from state or federal agencies will be specific with a determined usage and with a reasonable expectation of confidentiality from all organizations.

ROLE OF CA OES

Non-emergency coordination will be carried out with CUEA and member agencies as needed. OES will serve as a contact point for state government emergency response agencies and departments. The OES Warning Center will notify the CUEA Executive Director of important issues pertaining to Utility emergencies. The OES Warning center will also notify the CUEA Executive Director of advanced fire information and response efforts to aid in the mitigation of potential outages. As appropriate, all Utility-related information requests will be coordinated with the CUEA Executive Director.

JOINT PLANNING, TRAINING, AND, EXERCISES

The CUEA Strategic Plan and Emergency Plan as well as the CA OES Emergency Plan are mutually supporting through their emphasis on the following:

- Ongoing individual and joint participation in emergency planning and response exercises.
- Integration of SEMS into the EOCs when appropriate by public Utilities and on a volunteer basis for privately owned Utilities.
- An integrated (Utilities/Government) emergency management organization that supports both organizations in

all areas of planning, training, exercising, partnering, response and recovery

IX. PROTECTION OF CONFIDENTIAL INFORMATION

All information shared between organizations will be reasonably protected based upon the circumstances and the level of information provided. Information deemed to be confidential and critical to a member organization will be deemed as such and safeguarded with reasonable methods of protection by the receiving organization. These methods will be understood and agreed upon prior to the release of confidential information.

X. ADMINISTRATION

CUEA

Consistent with Calif. Government Code section 8588.1(d), the following specific financial commitments of CUEA and CA OES in support of this MOU:

- Telephone units provided by CUEA
- Cellular communications provided by CUEA
- Computer terminals for CUEA staff provided by CUEA
- Computer terminals for CUEA EOC provided by CUEA
- Mailing costs provided by CUEA
- Travel expenses for CUEA staff provided by CUEA
- CUEA staff salaries and benefits provided by CUEA
- CUEA EOC volunteer expenses paid by member Utilities
- Minor office supplies, such as paper and pens, will be provided by both CUEA and CA OES as needed
- CUEA will provide its own email system

CA OES

- CA OES will provide office space for CUEA staff while co-located in CA OES offices/property (1 ED and 1 support)
- CUEA will be provided space for an EOC during activations. This space may be contained in the overall OES Private Sector EOC.
- Utilities (electric, gas, water, etc) and janitorial services provided by CUEA unless co-located in CA OES offices/property

- Minor office supplies, such as paper and pens, will be provided by both CUEA and CA OES as needed
- Subject to funding availability, bulk copying services provided by CA OES when co-located in CA OES offices / property
- Paging system provided by CA OES
- RIMS and general computer support for CUEA staff and CUEA EOC during activations provided by CA OES when collocated in CA OES offices / property, subject to the OES RIMS usage agreement.

IX. SIGNATURES

EFFECTIVE DATE

This Memorandum of Understanding (MOU) is effective upon completion of the signatures listed below. This MOU will be enhanced or updated as circumstances change, or upon the desire of either party. At such time the signatures will be renewed.

REVIEW/TERMINATION

This MOU shall be reviewed every two years from the date of the last dated signature below or upon change of the CUEA Executive Director or the Director of OES. The MOU may be terminated by either party for any reason after 30 days written notice.

CUEA DIRECTOR



3/4/2008

Don Boland

Date

CA OES DIRECTOR



03/04/08

Henry R. Renteria

Date